

PATENT

Jeffrey Darling

REMOTE SUPERVISION SYSTEM AND METHOD

Background of the Invention

The present invention pertains to a system and method for supervising and monitoring a plurality of people from a remote location, and more particularly to a new and improved system and method for using an integrated network of hardware and software to produce an interactive environment between a plurality of distinct active locations and a remote location, and to a new and improved system and method for providing assisted living services to persons with cognitive disabilities that greatly increases the independence of those disabled persons at a lower cost as a result of significantly increased productivity of a daily living supervisor, without compromising the quality and effectiveness of the supervision provided.

The modern philosophy for assisting adults with cognitive disabilities to a more independent lifestyle focuses heavily on inclusion, or integrating those adults into normal living environments. This has lead to a movement of these individuals to smaller and more geographically disbursed group living arrangements supported by public funding. Over the last 35 years, the institutional population of persons with cognitive and other developmental disabilities in the United States has declined steadily from a peak of 195,000 in 1967 to 50,000 in 2001. States have closed institutions in order to reallocate institutional funds to more individualized residential

2003062001

100250230600

alternatives in community and family settings. Between 1980 and the present, the number of community-based group homes and supervised apartments for persons with developmental disabilities in the United States increased tenfold. Nearly two-thirds of all persons with developmental disabilities service in out-of-home placements in the United States now live in homes and apartments that serve six or fewer individuals.

Demographic trends are also a driving force behind the increased demand for smaller, community residential services. As a result of advances in medical treatment, people with developmental disabilities are living longer. Twenty-five years ago, the average life span of a person with a mental disability was in the late 50s. Today, it is just a few years less than the average life span for a non-disabled adult. As a consequence, adults with developmental disabilities are outliving their caretaker parents at an increasing frequency. It is estimated that over one-quarter of all persons with developmental disabilities are presently living in a household with at least one family member 60 years of age or older.

All states face growing waiting lists for community residential or living services as a result of these trends. This exerts added pressure on government to expand living system supports. For example, in the State of Indiana, a waiting list of over 6,000 individual with developmental disabilities needing community support services existed in 1998. This was used as leverage to garner a supplemental appropriation of over \$39 million in the state budget to address the needs of those on

THE
NEW
YORK
PUBLIC
LIBRARY

[illegible][illegible]

This method of face-to-face and one-on-one support has not changed significantly since the inception of community-based services. As the number of these service sites multiply, so does the requirement for direct services staff. In order to accommodate the growth of these services, some method must be developed to greatly increase the productivity of direct services provided in these environments. One method already recognized and in use is telephone technology. Where a disabled person can be trained to call for staff assistance at non-critical time periods, such as during overnight hours, the staff person need not be on site in the apartment with the disabled person to provide oversight and necessary supervision. This productivity enhancement allows one staff person to be at a remote location and serve many different consumers at the same time.

Therefore, it is highly desirable to provide a new and improved method for providing remote supervision of a plurality of people at different locations at the same time by one person. It is also highly desirable to provide a new and improved method whereby one supervisor can, remotely, do the work currently done by four or more supervisors who must be physically present in each supervised location to affect the guided supervision of people in those locations.

It is also highly desirable to provide a new and improved method for remote supervision that improves staff productivity. It is also highly desirable to provide a new and improved method for remote supervision that frees the time of the remote

supervisor in order to allow the supervisor to direct supervision and oversight services to persons in other locations.

It is also highly desirable to provide a new and improved method for providing remote supervision of persons with cognitive disabilities living independently of each other. It is also highly desirable to provide a new and improved method for increasing the independence of persons with cognitive disabilities requiring assisted living services. It is also highly desirable to provide a new and improved method for providing remote supervision of people with cognitive disabilities living independently of each other requiring assisted living services which utilizes an integrated network of computer hardware and software that provides for an interactive environment between a plurality of persons living independently at spaced apart locations with a remote supervisor. It is also highly desirable to provide a new and improved method for providing improved remote supervision of a plurality of people at different locations living independently of each other with significantly less man hours.

It is also highly desirable to provide a new and improved method for providing remote supervision of several people with cognitive disabilities in different locations by a single remotely positioned supervisor in a society in which the number of persons needing such supervision is increasing and the number of skilled supervisors is decreasing.

It is therefore also highly desirable to provide a new and improved communication system that permits interactive communication between a remote supervisor and a plurality of people with cognitive disabilities at different locations living independently of each other. It is also highly desirable to provide a new and improved communication system that utilizes a plurality of interconnected audio, visual, and physical sensory displays, signals and prompts to supervise a plurality of persons at spaced remote locations. It is also highly desirable to provide a new and improved communication system with a means for effectively and efficiently effecting communication, for operating the plurality of displays, signals and prompts, and for collecting, organizing and accessing information to be exchanged between a remote supervisor location and a plurality of spaced active locations supervised thereby.

Finally, it is highly desirable to provide a new and improved method and system having all of the above identified features.

Summary of the Invention

It is therefore an object of the invention to provide a new and improved method for providing remote supervision of a plurality of people at different locations at the same time by one person.

It is also an object of the invention to provide a new and improved method whereby one supervisor can, remotely, do the work currently done by four or more

It is also an object of the invention to provide a new and improved method for providing improved remote supervision of a plurality of people at different locations living independently of each other with significantly less man hours.

It is also an object of the invention to provide a new and improved method for providing remote supervision of several people with cognitive disabilities in different locations by a single remotely positioned supervisor in a society in which the number of persons needing such supervision is increasing and the number of skilled supervisors is decreasing.

It is also an object of the invention to provide a new and improved communication system that permits interactive communication between a remote supervisor and a plurality of people with cognitive disabilities at different locations living independently of each other.

It is also an object of the invention to provide a new and improved communication system that utilizes a plurality of interconnected audio, visual, and physical sensory displays, signals and prompts to supervise a plurality of persons at spaced remote locations.

It is also an object of the invention to provide a new and improved communication system with a means for effectively and efficiently effecting communication, for operating the plurality of displays, signals and prompts, and for collecting, organizing and accessing information to be exchanged between a remote supervisor location and a plurality of spaced active locations supervised thereby.

Finally, it is an object of the invention to provide a new and improved method and system having all of the above identified features.

In the broader aspects of the invention, there is provided a new and improved method for supervising and monitoring people from a remote location comprising the use of a communication system that builds upon telecommunications connections, computer interfaces, and information management via the internet. Strategically placed web cams, microphones, speakers, and display monitors are operatively linked to computers and information management means, and are used to permit a person in a remote location to view and listen to people in a plurality of active locations to verbally or visually prompt responses to inquiries or directives. The people in the active locations may also interact via these same interconnections to the person at the remote location. Touch screen technology may be included for purposes of automated supervision of tasks performed to accomplish a particular routine by the people in the active locations. Safety devices, such as smoke detectors, carbon monoxide detectors and intrusion detectors, may also be installed to warn a remotely located supervisor, the police or fire departments, or emergency medical services.

Brief Description of the Drawings

The above mentioned and other features and objects of the invention and manner of attaining them will become more apparent and the invention itself will be

better understood by reference to the following description of an embodiment of the invention taken in conjunction with the accompanying drawings wherein:

Figure 1 is a diagrammatic illustration of the new and improved method for communicating between a remote location and a plurality of distinct active locations, showing connection of the remote location to the active locations via a communication system;

Figure 2 is a diagrammatic illustration of prompting multiple actions to be performed at an active location and acknowledgment of performance at that location;

Figure 3 is an illustration of an embodiment of a communication system between a remote supervision location and an active location;

Figure 4 is a diagrammatic illustration of a video system;

Figure 5 is a diagrammatic illustration of an audio system;

Figure 6 is a diagrammatic illustration of a touch screen system having an audio prompt for running a basic living routine in the proper order of steps;

Figure 7 is a diagrammatic illustration of a light system;

Figure 8 is a diagrammatic illustration of a safety system;

Figure 9 is a diagrammatic illustration of a means for activating and deactivating the communication system of the present invention; and

Figure 10 is a diagrammatic illustration of a switching mechanism of the communications system of the invention.

Description of Specific Embodiments

Figures 1 through 9 illustrate various aspects of the new and improved method for remote supervision and a communication system utilized thereby. Figures 1 and 2 illustrate the supervisory relation of a remote supervision location to a plurality of distinct active locations and the communicative steps included in effective and efficient supervision therebetween. Figures 3, 4 and 5 illustrates a communication system having a video system and an audio system which communicates sights and sounds from one or more interconnected rooms at an active location to a remote location, and vice versa. Figures 6 through 9 illustrate individual systems that may be included in any specific embodiment of the present invention.

Referring now to Figures 1 through 5, a communication system 1 for remote supervision is provided such that a person 11 at a remote location 10 can monitor and supervise one or more persons 13 in one or more rooms 12 at an active location 14. In a specific embodiment, the communication system 1 utilizes visual and audio surveillance and the exchange of information between the locations in order to permit persons in either location to observe and communicate with one or more persons in the other location. Visual and audio surveillance may be accomplished by way of a video system 15 and an audio system 16. The exchange of information may be accomplished by way of a plurality of multi-faceted telecommunications connections and a central information exchanging means 38.

embodiments, acknowledgment 7 by the person 13 comprises communication indicating that the person 13 requires in-person assistance such as a physical visit by a supervisor or other assisted living staff person other than the supervisor 11 who is on-call for such visits in the geographic area where the active location is located.

If no acknowledgment 7 is received by supervisor 11 within an agreed upon period of time, supervisor 11 repeats the prompt 5 and again awaits acknowledgment 7 from the person 13 at the active location 14. In a specific embodiment, the supervisor 11 repeats the prompt 5 until acknowledgment 7 is received. Once acknowledgment 7 is received, the supervisor 11 prompts 9 performance of a second action in a routine to be performed by the person 13 at the active location 14. For each action in a routine to be performed by the person 13 at the active location 14, the supervisor 11 prompts the performance of each and awaits acknowledgment thereof, repeating as described above if needed, until all actions in a given routine are completed.

In a specific embodiment, the communication system 1 allows the supervisor 11 to oversee the performance of actions by persons 13 in distinct active locations 14 independent of each other. In other specific embodiments, the supervisor 11 can, through the communication system 1, oversee the independent performances of actions in distinct active locations 14 that take place during the same or approximately the same time period. In yet other specific embodiments, the

communication system 1 allows the supervisor 11 to oversee such independent performances of actions in three or more distinct active locations 14, which performances may take place during the same or approximately the same time period at each distinct active location 14.

In a specific embodiment, the communication system 1 permits the supervisor 11 to prompt the person 13 with audio prompts. In other specific embodiments, the communication system 1 permits the supervisor 11 to prompt the person 13 with visual prompts. In yet other specific embodiments, the communication system 1 permits the supervisor 11 to prompt the person 13 with physical sensory prompts. In yet other specific embodiments, the severity of the prompt 5, 9 from supervisor 11 can be controlled by the communication system 1 by volume, brightness, frequency of repetition, degree of physical sensitivity, and any other characteristic of the prompt that may be controlled to by the communication system 1 be indicative of severity.

Referring now to Figure 3, the communication system 1 comprises a video system 15 and an audio system 16. The video system 15 comprises cameras 28, 30 and monitors 22, 32 in both locations that allow a person in either location to view a person in the other location. Cameras 30 are mounted in one or more of the interconnected rooms 12. In a specific embodiment, a camera 30 is strategically located in a room 12 in a way that maximizes the view of the room through the camera. In other specific embodiments, each camera 30 is moveable in order to scan

20 using wireless means for transmitting a signal from the remote camera to the second server.

Monitors 32 are placed in one or more of the interconnected rooms 12. Each monitor 32 is operatively linked to the information exchanging means 38 or first to the first server 18. In a specific embodiment, a monitor 32 is operatively linked to the first server 18 using contemporary video cable connections between the monitor and the first server. In other specific embodiments, a monitor 32 may be operatively linked to the first server 18 using wireless means for transmitting a signal from the first server to the monitor. A remote monitor 22 is placed at the remote location 10. The remote monitor 22 is operatively linked to the information exchanging means 38 or first to the second server 20. In a specific embodiment, the remote monitor 22 is operatively linked to the second server 20 using contemporary video cable connections between the remote monitor and the second server. In other specific embodiments, the remote monitor 22 may be operatively linked to the second server 20 using wireless means for transmitting a signal from the second server to the remote monitor.

In order for a person 11 at the remote location 10 to view images perceived by the cameras 30 in the rooms 12 at the active location 14, and for persons 13 at the active locations 14 to view images of the remote location perceived by the remote camera 28, the video signals generated by the cameras 30 and the remote camera 28

are delivered to the remote monitor **22** and the monitors **32**, respectively, via the central information exchanging means **38**. In a specific embodiment, video signals perceived by the cameras **30** in the rooms **12** at the active location **14** are sent to a first server **18** which then delivers them to a second server **20** via the central information exchanging means **38**, and the second server **20** then delivers those signals to the remote monitor **22** for being converted to video images. In other specific embodiments, a person **13** in the rooms **12** at the active location **14** can view video images taken by the remote camera **28** at the remote location **10** as a result of video signals sent from the remote camera **28** to a second server **20** which delivers the video signals to a first server **18** via the central information exchanging means **38**, and the first server **18** sends the video signals to the monitors **32** for being converted to video images at the active location.

Referring now to Figure 5, the audio system **16** comprises speakers **26, 36** and microphones **24, 34** in both locations that allow a person in either location to audibly communicate with a person in the other location. Microphones **34** are placed in one or more of the interconnected rooms **12**. Each microphone **34** is operatively linked to the information exchanging means **38**. In a specific embodiment, the microphones **34** are first operatively linked to a first server **18**. In other specific embodiments, a microphone **34** is operatively linked to the first server **18** using contemporary audio cable connections between the microphone and the first server. In yet other specific

to the second server **20** which delivers the audio signals to the first server **18** via the central information exchanging means **38**, and the first server **18** sends the audio signals to the speakers **36** for being converted to sound at the active location **14**.

A supervisor **11** may additionally use physical sensory signals to prompt or communicate with a person **13** at an active location **14**. In a specific embodiment, such physical sensory signals are provided by a pager **39** having vibratory notification capabilities. In other specific embodiments, the pager **39** may also have audible notification capabilities, such as beeping, to provide audio signal prompts. In yet other specific embodiments, the pager **39** is wirelessly operatively linked to the information exchanging means **38** and/or the first and second servers **18,20**.

Referring now to Figure 6, supervision by a person **11** at the remote location **10** of persons **13** in the rooms **12** at the active locations **14** is augmented by a means for automating the gathering of information from the active locations **14** and the processing and running of task-driven routines to be performed by persons **13** in the rooms **12**. In a specific embodiment, the means for automating such steps comprises a system of touch screens **40** operatively connected to the information exchanging means **38**. The touch screens may be activated by software **42** for generating the touch screen interface, managing the operability of the touch screens, and for directing the flow of information input to the touch screen or provided through the touch screen. In other specific embodiments, this software **42** is executed by the first

server **18** for use at the active location **14**. In yet other specific embodiments, this software **42** is additionally executed by the second server **20** for use at the remote location **10**. In yet other specific embodiments, touch screens **40** are placed in one or more rooms **12** at the active location **14** for use by the persons **13** therein. The touch screens **40** are operatively connected to the first server **18**. In a specific embodiment, the touch screens **40** are operatively connected to the first server **18** using appropriate cables. In other specific embodiments, the touch screens **40** are connected to the first server **18** using a wireless means for transmitting a signal between the touch screen and the first server. In yet other specific embodiments, the touch screen **40** is operatively connected to the first server **18** only at times required for downloading or uploading information between the touch screen and the first server. A display monitor **41** is placed at the remote location **10**, which display monitor is operatively connected to the second server **20**. Information input to the touch screen **40** and managed by the software **42** is accessible to a supervisor **11** at the remote location **10**. The first server **18** delivers the information to the second server **20** via the central information exchanging means **38**. From the remote location **10**, a person **11** may access and additionally manipulate the information through the display monitor **41**.

Information input through the touch screens **40** by persons **13** in rooms **12** at the active locations **14** is compiled by the software **42** and utilized in and adapted for

use with specific tasks comprising a general routine. The routine and its multiple actions or tasks are compiled and stored on the first server 18. In other specific embodiments, the routine and its multiple actions or tasks are additionally compiled and stored on the second server 20. Software 48 for sequencing a routine is executed by the first server 18. In other specific embodiments, the sequencing software 48 is additionally executed by the second server 20. In yet other specific embodiments, the sequencing software 48 is alternatively executed through the central information exchanging means 38.

The sequencing software 48 utilizes the touch screens 40 in the rooms 12 to prompt persons 13 at the active locations 14 to perform tasks in the routine in the proper sequence. In other embodiments, the sequencing software 48 additionally utilizes audio signals sent to the speakers 36 of the audio system 16 to audibly prompt the persons 13 at the active location 14 to perform tasks in the given routine in the proper sequence. In a specific embodiment, at least one notice indicator 50 is placed in each room where a task in a routine is performed, which indicator 50 signals the sequencing software 48 of the first server 18 when activated by a person 13 at the active location 14 to acknowledge that the action has been completed by the person. In other specific embodiments, the notice indicator 50 is a portable mechanism comprising a button to be depressed to send a signal using a wireless

means to send the signal to the first server **18** to be received and acted upon by the sequencing software **48**.

In a specific embodiment, the audio prompts provided by the sequencing software **48** are repeated for each task after a certain amount of time prescribed by the sequencing software has passed, in the event that the notice indicator **50** has not sent a signal to the first server **18** in that amount of time. In other specific embodiments, the sequencing software **48** prescribes a limited number of repeated audio prompts, after which the sequencing software signals the person **11** at the remote location **10** through the display monitor **41** via the central information exchanging means **38** to prompt the person at the remote location to interact with the person **13** at the active location **14** regarding completion of the task required by the proper sequence of the routine being performed.

Referring now to Figure 7, supervision by a supervisor **11** at the remote location **10** of persons **13** at the active locations **14** is supplemented by prompts that focus the attention of persons at the active location on items within the rooms requiring their attention. In a specific embodiment, the supplemental prompt is provided by a controllable lighting system **52**. In other specific embodiments, the lighting system **52** comprises a plurality of lights **54** strategically mounted in one or more of the rooms **12**. In yet other specific embodiments, a means **56** for mechanically controlling the direction in which each light **54** is facing, for controlling

the brightness of the light, and for controlling a strobing function is connected to each light. The controlling means **56** is operatively linked to the first server **18** or to the information exchanging means **38**, and is controlled by a controller **58** located at the remote location **10** and operatively linked to the second server **20**. The supervisor **11** at the remote location **10** uses the controller **58** to send signals to the controlling means **56** via the central information exchanging means **38**. In a specific embodiment, the controlling means **56** is operatively linked to the first server **18** using a wireless means for transmitting a signal from the first server to the controlling means. In other specific embodiments, the controller **58** is operatively linked to the second server **20** using a wireless means for transmitting a signal from the controller to the second server. The signal sent from the controller **58** at the remote location **10** reaches the controlling means **56** via the central information exchanging means **38**. In a specific embodiment, the supervisor **11** at the remote location **10** uses the controller **58** to cause the light **54** to point to and light up a particular item in the room **12** that needs the attention of the persons **13** in the room. In other specific embodiments, the supervisor **11** uses the controller **58** to cause the light **54** to flash to get the attention fo the person **13**. In yet other specific embodiments, the brightness and the frequency of repetition of the flashing light **54** is indicative of the severity of the supervisor's attempts to prompt the person **13** for any particular purpose. Other systems for visually or audibly focusing the attention

of persons at the active location on items requiring their attention may also be used as appropriate and adequate for this purpose.

Referring now to Figure 8, the communications system 1 of the present invention is additionally supplemented by a safety system 60 for monitoring and reacting to hazards at the active locations 14. In a specific embodiment, the safety system 60 comprises one or more detection mechanisms operatively linked to the information exchanging means 38. In yet other specific embodiments, the safety system is first operatively linked to the first server 18. Software 66 may be utilized in the safety system 60 for monitoring the status of the mechanisms. In other specific embodiments, the detection mechanism comprises a smoke detector 62 for detecting smoke and fire hazards. In yet other specific embodiments, the detection mechanism comprises a carbon monoxide detector 64 for detecting high levels of carbon monoxide. In yet other specific embodiments, the detection mechanism comprises intrusion detectors. The monitoring software 66 may be executed by the information exchanging means 38 or by the first server 18. In yet other specific embodiments, the monitoring software 66 may be executed additionally by the second server 20. When a detection mechanism detects a threshold level that indicates the presence of a safety hazard, the mechanism sends a signal to the monitoring software 66. In a specific embodiment, the monitoring software 66 sets off an alarm in the rooms 12 at the active location 14. In other specific embodiments,

the monitoring software 66 sets off an alarm that causes the central information exchanging means 38 to send a signal to the local fire department 70. In yet other specific embodiments, the monitoring software 66 sets off an alarm that causes a signal to be sent from the first server 18 via the information exchanging means 38 to the second server 20 to be perceived by the person 11 at the remote location 10 to notify that person of the safety hazard in the active location.

Referring now to Figure 9, the communication system 1 may be deactivated during anticipated times of non-use, such as overnight hours or other hours of inactivity at the active location. In a specific embodiment, a means for effecting activation and deactivation of the communication system 1 is placed at each location. In other specific embodiments, an emergency activation means 68 is placed in one or more of the rooms at the active location to cause immediate activation and communication with a supervisor 11 at the remote location 10 in the event the communication system 1 is deactivated.

In the communication system 1 for remote supervision of the present invention, information is exchanged between the remote location 10 and the active location 14 via the central information exchanging means 38. In a specific embodiment, information is first collected and organized at each location by a server having computing capabilities. The information comprises video signals from the cameras 30 and the remote camera 28 converted to pictures and displayed by the

monitors 32 and the remote monitor 22, audio signals generated by the microphones 34 and remote microphone 24 and converted to sound by the speakers 36 and the remote speakers 26, information input to the touch screens 40 and display monitor 41 and provided through the touch screens and display monitor, and safety information regarding the presence of hazards at the active location 10. In a specific embodiment, each of the first 18 and second servers 20 contain and execute specific software for computing, compiling, managing, manipulating, and otherwise utilizing, exploiting, and delivering particular information required for adequate remote supervision. In order to facilitate the exchange of information between each location, each of the first 18 and second servers 20 communicate through the central information exchanging means 38. In a specific embodiment, the information exchanging means 38 comprises an internet web site accessed by both servers. In other specific embodiments, the web site provides means for inputting and storing information from each location. In yet other specific embodiments, the web site provides means for accessing and manipulating information input at one location from the other location. In yet other specific embodiments, the web site provides means for delivering information from one location to the other location. Access to the web site is protected by a password required to be entered by any person attempting to access the web site, and/or encryption.

In a specific embodiment, each of the servers 18, 20 is operatively connected to the central information exchanging means 38 via telecommunications connections.

In other specific embodiments, the servers 18, 20 are connected to the central information exchanging means 38 through DSL telephone lines. In yet other specific embodiments, the servers are connected to the central information exchanging means 38 through a cable modem system.

In specific embodiments, the use of a single monitor, microphone, speakers, touch screen, video camera and light actuator at the remote location 10 may require a switching mechanism to be installed between each of the active locations 14 and the remote location 10. Whenever the active locations include multiple microphones, multiple speakers, multiple video cameras, multiple video monitors, multiple touch screens and light actuators and the remote location has a single video monitor, microphone, speaker, video camera, light actuator and touch screen, the central information exchanging means 38 and sequencing software 48 includes a switching mechanism 70 whereby the supervisor 11 at remote location 10 may selectively activate specific video monitors, microphones, speakers, video cameras, light actuators and touch screens at the active location 14. The switching mechanism 70 is shown in Fig. 10 to include multiple identical input devices 72 connected to an analog multiplexer 74 interconnected between a serial to parallel interface 76 and a computer system connected to the remote location 10. By this means, communication of the method disclosed herein may be positioned utilizing one or more input or output devices as selected by the remote supervisor 11. In a specific

THE HISTORY OF THE UNITED STATES

THE HISTORY OF THE UNITED STATES

THE HISTORY OF THE UNITED STATES

THE HISTORY OF THE UNITED STATES

THE HISTORY OF THE UNITED STATES

surveillance information at the site, generated from the video and audio systems, occurs via a DSL telephone line or cable modem system.

The web cams are placed in the living room and kitchen of each apartment housing a disabled person. Speakers and microphones are disbursed throughout the same areas, as well as in other rooms at the site. Display and touch screen monitors are located in the apartment in strategic locations convenient for the disabled person to see and use while engaging in activities of daily living. All of these devices are linked to a computer that, in turn, is connected to the DSL line or cable modem system.

At the remote location, a web cam is trained on a single staff person simultaneously. This staff person also has immediate access to a microphone linked to the speakers at the site. The microphones at the site are linked to speakers audible to the staff person at the remote location. The staff persons's computer is also connected to a DSL line or a cable modem system to enable communication between the staff person and the disabled person via a secure web site, which manages the exchange of surveillance information between the site and the remote location and which stores and controls information inputted by both the staff person and the disabled person. The web site is secured by means of a password and/or encryption so that the public does not have access to it.

Through these devices, the disabled person can communicate with and receive supportive prompts from the staff person at the remote location. Because of the

video and audio systems, the disabled person is able to both hear the staff person and see him. The remote staff person can provide the same verbal prompts and feedback statements to the disabled person as would be given by a direct services staff person on a face-to-face basis. This includes such things as awakening the disabled person, reminding them to take a shower, asking them if they have performed daily hygiene tasks, observing and giving feedback on the disabled person's selection of clothes, giving verbal or visual assistance during meal preparation activities, helping them plan a daily schedule, and prompting them to leave for work or to catch the bus on time. The electronic transmission of positive feedback from the staff person reinforces desired behavior just as in face-to-face situations. This feedback is both verbal and visual through use of the speakers and monitors.

Special software and touch screen technology permit the remote supervisor to assist the disabled person through more complex home living or community living tasks. This includes the preparation of weekly menus, specific meals, planning weekly social activities, and cleaning schedules. The software and touch screen technology is adapted from the current use of picture-books with the cognitively disabled for this purpose by direct services staff persons. With picture-books, the staff person obtains the disabled person's verbal preferences using a picture-book showing choices for different meals. The preferences are then recorded and a menu plan prepared. Picture-books also assist with performing routines, such as meal preparation, by showing pictures sequenced in accordance with the tasks of the

system. Through planning discussions with each disabled person, the preferences for their daily routine are determined, just as for menu planning. This includes such things as the time they want to wake up in the morning, whether they prefer to shower before or after breakfast or in the evening before retiring, times they need to leave for work, when they prefer to have meals, and times when they must take medication. In each daily living routine are tasks that need to be performed in sequence, which the disabled person often has difficulty remembering. Once the disabled person's preferences are collected regarding each routine, they are inputted to the customized software on the on-site computer. Automated verbal prompts related to each routine task are then scheduled for broadcast over the speakers in the apartment at the time each routine is run. As a key task in each routine is completed in sequence, the disabled person is verbally prompted to press a feedback button located in each room at the site. These buttons may be wireless transmission devices that send a feedback signal to the computer at the site. Once the signal is received, the special software records that task as complete and moves along to the next key task in the routine. If the signal is not received, the software sends another verbal prompt for the disabled person to complete the task or press the button if they have completed the task. If the software fails to receive this feedback response after a prescribed time, the software sends an alert to the staff person at the remote location. The staff person then electronically inquires about the status of the disabled person and whether they need help completing the task.

Other visual prompts are also adapted electronically. A light source supplants the gestural cues often given by direct services staff persons in face-to-face situations, such as meal preparation activities. The light may be manipulated to focus on a particular object by the staff person, using a controller at the remote location, when the disabled person does not respond to a verbal prompt, thus directing their attention to the item.

The advanced features of the new and improved system additionally ensure safety in each living environment as well. Smoke **62** and carbon monoxide **64** detectors are electronically linked to the on site computer **18**. A software program constantly monitors this safety equipment. In the event of an alert, the remote staff person, as well as the fire department **70**, are notified immediately.

The communication system may be shut down by switch **74** during non-intervention times, such as during sleeping hours. However, the disabled person can still use the system in the event of emergencies. A panic button **72** is available at the site to provide immediate contact with the remote staff person. When pushed, this button automatically activates the communication system.

Example 2

Utilizing the communications system of the invention in the manner described in Example 1, supervisor **11** at the remote location **10** would activate the microphone, speaker **36**, video monitor **32**, video camera **30** and touch screen **40** with active locations **14** and lead the active person **13** through specific routines. In performing

the routine of washing dishes, specific activities would be set forth on the monitor with pictures showing someone doing the particular activity, the active person 13 would be prompted to do the activity shown on the monitor by any one or more of the variety of means disclosed until the activity was completed. The video monitor 32 would then show the next activity of the routine and the prompting would be repeated until that activity was completed, and so on. In this manner, the entire routine would be prompted and supervised and completed in accordance with the method of the invention. The specific activities of a dishwashing routine would include the following:

Pick up the kitchen garbage container

Go to the kitchen sink

Put the garbage container on the floor next to the sink

Scrape excess food off each dirty plate into garbage container

Put all dirty dishes in one of the two sinks

Push the faucet over the empty sink

Turn on the water

Test the water with hand to see if it is warm

Turn faucet knob for more hot/cold water until it is running warm

Open cabinet door under sink

Take out the rubber gloves

Put on the rubber gloves

THE **NEW** **YORK** **PUBLIC** **LIBRARY**

[illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible]

THE **NEW** **YORK** **PUBLIC** **LIBRARY**

[illegible]

THE **NEW** **YORK** **PUBLIC** **LIBRARY**

[illegible]

a remote supervisor and a plurality of people at different locations living independently of each other. The new and improved communication system of the present invention utilizes a plurality of interconnected audio, visual, and physical sensory displays, signals and prompts. The new and improved communication system of the present invention also comprises a means for effectively and efficiently effecting such communication, for operating the plurality of displays, signals and prompts, and for collecting, organizing and accessing information to be exchanged between the remote location and the different active locations supervised thereby.

Finally, the new and improved method and system for remote supervision provides all of the above identified features.

While a specific embodiment of the invention has been shown and described herein for purposes of illustration, the protection afforded by any patent which may issue on this application is not strictly limited to the disclosed embodiment; but rather extends to all structures and arrangements which fall fairly within the scope of the claims which are appended hereto:

IM-334212-3